

ANDHRA PRADESH GRAMEENA VIKAS BANK
HEAD OFFICE: #:WARANGAL

Dear Customer,

We, the Andhra Pradesh Grameena Vikas Bank is aimed to provide a high standard of service to our customers. Our customer is the focus of the Bank's products, services and people. Bank's business growth is entirely dependant on your satisfaction. We therefore request you to contact us for resolving your problems / difficulties and other deficiencies in our services. We give hereunder the procedure to send your suggestions and complaints for which the bank has a structured mechanism for redressal of your grievances.

- ✓ In case of any difficulty in your transactions, you may approach Branch Manager at branch, who will attend to your grievance.
- ✓ You may lodge a written complaint with the Branch Manager and obtain acknowledgement.
- ✓ You may also drop your complaint letter in the complaints/ Suggestions box available at branch.
- ✓ In case your grievance is not resolved at branch level you may contact the Regional Officer concerned or at Head Office at the following addresses / Telephone Numbers.

Sl.No	Regional Offices	Telephone No.
1	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Ashoknagar , Near BHEL, Medak Dist.	04020040772
2	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Bhadrachalam , Khammam Dist.	08743232020
3	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Khammam , Wyra Road, Khammam.	08742226816
4	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Mahbubnagar , MahbubnagarDt.	08542242861
5	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Nalgonda , Nalgonda Dt.	08682229944
6	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Sangareddy , Sangareddy, Medak Dt.	08455276263
7	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Srikakulam , Srikakulam Dt	08942221041
8	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Visakhapatnam , VisakhapatnamDt.	08912713942
9	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Vizianagaram , Vizianagaram Dt.	08922273955
10	Regional Officer, Andhra Pradesh Grameena Vikas Bank, Regional Office, Warangal , Hanamkonda, WarangalDt.	08702460210
At Head Office		
1	General Manager (HR), Andhra Pradesh Grameena Vikas Bank, Head Office, Old Bus Depot Road, Ramnagar, Hanamkonda, Warangal Dt.	08702577256
2	General Manager (Operations), Andhra Pradesh Grameena Vikas Bank, Head Office, Old Bus Depot Road, Ramnagar, Hanamkonda, Warangal Dt.	08702577755
3	Chief Manager (Audit & Insp), Andhra Pradesh Grameena Vikas Bank, Head Office, Old Bus Depot Road, Ramnagar, Hanamkonda, Warangal Dt.	08702566633

BANKING OMBUDSMAN:

In case your grievance is not resolved by the Bank, you may approach "The Banking Ombudsman (AP), Reserve Bank of India, located in Hyderabad for redressal, at the following address.

The Banking Ombudsman (AP),
Reserve Bank of India,
Secretariat Road, Saifabad,
Hyderabad. Pin.500004.

WHISTLE BLOWING POLICY

1. A whistle blowing policy has been formulated by the Bank with an objective to maintain highest possible standards of ethical, moral and legal conduct within the Bank.
2. Bank personnel or Public can make a complaint under this whistle blowing policy in respect of the following,
 - a. Unlawful acts,
 - b. Failure to comply with statutory obligations,
 - c. Fraud, which means any act or omission including a misrepresentation a financial or other benefit, cases of misappropriation,
 - d. Corruption,
 - e. Misconduct.
3. The identity of the whistle blower will not be disclosed, in general.
4. The Names and Addresses, Telephone Numbers / Fax numbers, e mail addresses are also furnished.

ANDHRA PRADESH GRAMEENA VIKAS BANK
HEAD OFFICE: #: WARANGAL

COMPLAINT FORM

Date:
Place:

To,
The Branch Manager / Regional Officer / General Manager,
Andhra Pradesh Grameena Vikas Bank,
.....Branch / Office

1. Name and Address of the Complainant With Telephone No. If any	
2. Particulars of account / Branch of the customer	
3. Whether contacted the Branch Manager Earlier for redressal of the complaint, if any. If yes, give particulars.	
4. Particulars of complaint (Brief details of Grievance / difficulty and redressal required by the customer.	

Witness.

SIGNATURE OF THE COMPLAINANT